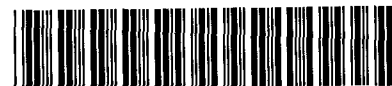


# OPEN MEETING AGENDA ITEM

COMMISSIONERS  
KRISTIN K. MAYES – Chairman  
GARY PIERCE  
PAUL NEWMAN  
SANDRA D. KENNEDY  
BOB STUMP



ORIGINAL



0000120698

Executive Director  
RECEIVED

## ARIZONA CORPORATION COMMISSION

2010 DEC 13 P 3:52

AZ CORP COMMISSION  
DOCKET CONTROL

December 13, 2010

To: Docket Control

RE: Arizona American Water Company - Customer Comments  
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 32 customer comments OPPOSING a rate increase and/or consolidation in above cases.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission  
DOCKETED  
DEC 13 2010

DOCKETED BY

A handwritten signature in black ink.

W-01303A-09-0343  
SW-01303A-09-0343

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 91781

Date: 12/10/2010

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Bill Last: Goblirsch

Account Name: Bill Goblirsch

Home: ( )

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85034

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: ( )

Nature of Complaint:

Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343.

From: Bill Goblirsch [mailto:  
Sent: Thursday, December 09, 2010 7:02 PM  
To: Utilities Div - Mailbox  
Subject: Water Service in Sun City

My name is Albert W. Goblirsch at SunCity, Az 85373 Phone# 6  
support Judge Jibilian's ruling Re Docket # W-01303A-09-0343 and SW-01303A-09-0343.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/10-  
Emailed to Phoenix office for docketing. FILE CLOSED.  
\*End of Comments\*

Date Completed: 12/10/2010

Opinion No. 2010 - 91781

W. 01303A-09-0343  
SW 01303A-09-0343

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-6000

F:

Priority: Respond Within Five Days

Opinion      No. 2010      91740

Date: 12/9/2010

Complaint Description:      08G Consolidation - Opposed  
08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Walter

Christenson

Account Name:

Walter Christenson

Home: (000) 000-0000

Street:

10000

Work:

City:

Sun City

CBR

State:

AZ

Zip: 85351

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS W 01303A 09 0343 SW 01303A 09 0343

SUN CITY OPPOSED CONSOLIDATION  
OPPOSED RATES

From: Walter Christenson [mailto:

Sent: Wednesday, December 08, 2010 10:12 PM

To: Utilities Div - Mailbox

Subject: Pending Water Rates for Sun city

Commissioners

I have reviewed the recommended rates by the Administrative Judge and concur that they are reasonable for this time. I strongly disapprove in any version of consolidation and the excessive increases requested by Arizona American Water Co.

Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343.

Walter L Christenson

Sun City, AZ 85351

~End of Complaint~

Utilities' Response:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

### Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/9/2010

Opinion No. 2010 - 91740

---

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      91817

Date: 12/10/2010

Complaint Description:      08G Consolidation - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Don

Stewart

Account Name:

Home: (000) 000-0000

Street:      n/a

Work:

City:      n/a

CBR:

State:      AZ      Zip: n/a

is: E-Mail

Utility Company.      Arizona - American Water Company

Division:      Water

Contact Name:

Contact Phone

Nature of Complaint:

12/10

SUN CITY   OPPOSED   CONSOLIDATION

From: Don Stewart [mailto:  
Sent: Thursday, December 09, 2010 3:07 PM  
To: Utilities Div - Mailbox  
Subject: Water rates.

I am in receipt of an email telling of the decision concerning the water rates in Sun City. As a citizen of this city I whole heartedly agree with this. As a former person involved in the insurance industry, the law of large numbers, plays into this. You simply cannot allow the law abiding driver to pay for the drunk driver. They must stand alone. So it is with the water situation. We cannot be linked with a community that has a larger water bill and be assessed to help those who, on a whole have a larger income than we who are on SS.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

docketed

\*End of Comments\*

Date Completed: 12/10/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

---

Opinion No. 2010 - 91817

---

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 91832

Date: 12/10/2010

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Georgianna Pannone

Account Name: Robert L. Maxwell

Home: (000) 000-0000

Street: 11111 Sun City DR.

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3109

Nature of Complaint:

Docket No. W-01303A-09-0343 SW 01303A-09-0343

OPPOSED RATES SUN CITY

Please do not raise the water rates for the Sun City Residents, which many are on a fixed income, no cost of living raises.

Docket # W-01303A-09-0343 and SW-01303A-09-0343

Georgianna Pannone

11111 Sun City DR.

Sun City, Az. 85351

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/10/2010

Opinion No. 2010 - 91832

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone: 602

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      91831

Date: 12/10/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Robert L.**

**Maxwell**

Account Name:      Robert L. Maxwell

Hon

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is:

Utility Company.      **Arizona - American Water Company**

Division:      Water

Contact Name:

Contact Phon

9

Nature of Complaint:

Docket No. W-01303A-09-0343 SW 01303A-09-0343

OPPOSED RATES SUN CITY

Dear Commissioners,

As a concerned senior citizen regarding the water rates for Sun City, AZ, I respectfully ask that you accept the suggestion of Administrative Law Judge Teena Jibilian concerning your vote on December 14th or 15th on Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343.

Thank you,  
Robert L. Maxwell

Sun City, AZ 85351

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/10/2010



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

---

Opinion No. 2010 - 91831

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

Investigator: Trish Meeter

Phone:

Fa

Priority: Respond Within Five Days

---

Opinion No. 2010 91819

Date: 12/10/2010

Complaint Description: 08G Consolidation - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Norma

Bruscato

Account Name: Norma Bruscato

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

---

Utility Company. Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

12/10

SUN CITY OPPOSED CONSOLIDATION

In favor of Judge's ruling.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

docketed  
\*End of Comments\*

Date Completed: 12/10/2010

Opinion No. 2010 - 91819

---

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

---

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

---

Opinion      No. 2010 - 91782

Date: 12/10/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Ronald

Greenland

Account Name:      Ronald Greenland

Home:

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is: E-Mail

---

Utility Company:      Arizona - American Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343.

From: Ron [mailto:  
Sent: Thursday, December 09, 2010 5:38 PM  
To: Utilities Div - Mailbox  
Subject: Water Rate Ruling

This is to inform you that I AGREE with the ruling of Administrative Law Judge Teena Jibilian on Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343.

Ronald C. Greenland

Sun City, AZ

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/10-  
Emailed to Phoenix office for docketing. FILE CLOSED.  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 12/10/2010

Opinion No. 2010 - 91782

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 91779

Date: 12/10/2010

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Rae Last: Wallace

Account Name: Rae Wallace

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

From: Rae Wallis [mailto:  
Sent: Friday, December 10, 2010 7:31 AM  
To: Utilities Div - Mailbox  
Cc: Kennedy-Web; Mayes-WebEmail  
Subject: W-01303A-09-0343 and SW-01303A-09-0343.

I agree with Law Judge Teena Jibilian's recommendations Rae Wallis

Sun City AZ

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/10-  
Emailed to Phoenix office for docketing. FILE CLOSED.  
\*End of Comments\*

Date Completed:

Opinion No. 2010 - 91779



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED  
\*End of Comments\*

Date Completed: 12/9/2010

Opinion No. 2010 - 91726

---

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

**Phone:** (

**Fax:** 1500

**Priority: Respond Within Five Days**

Opinion      No. 2010      91725

Date: 12/9/2010

[illegible]

**First:**

Last:

**Complaint By:      Randall & Deborah      Smith**

**Account Name:** Randall & Deborah Smith

Home: (500)

**Street:**

**Work:**

City: Sun City

**CBR:**

**State:** AZ **Zip:** 85373

**is:**

**Utility Company.** Arizona - American Water Company

Division: Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

RE: Docket No. W-01303A-09-0343  
SW-01303A-09-0343

From: RJ Smith [mailto:]  
Sent: Wednesday, December 08, 2010 4:52 PM  
To: Utilities Div - Mailbox  
Cc: Deb Smith  
Subject: W-01303A-09-0343 and SW-01303A-09-0343 Feedback

Dear Arizona Corporation Commission,

As an owner of a condominium in Sun City I am very relieved that Administrative Law Judge, Teena Jibilian has a recommendation that only marginally effects my water rates. Even though these rates are slightly higher than RUCO has recommended, I wish you to follow these recommendations in your rulling December 14th or 15th.

sincerely,

Randall & Deborah Smith

SUN CITY, AZ.

Home Phone

**\*End of Complaint\***

### Utilities' Response:

**Investigator's Comments and Disposition:**



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED  
\*End of Comments\*

Date Completed: 12/9/2010

Opinion No. 2010 - 91725

---



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

\*End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

\*End of Comments\*

Date Completed: 12/9/2010

Opinion No. 2010 - 91724

---

**Date Completed: 12/9/2010**

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Opinion No. 2010 - 91717

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Guadalupe Ortiz

Phone: (602) 255-2700

Fax: (602) 255-2700

Priority: Respond Within Five Days

Opinion      No. 2010      91716

Date: 12/9/2010

Complaint Description:      08Z Rate Case Items - Other  
   08A Rate Case Items - Opposed

First:

Last:

Complaint By:      **Wallace**

**Roholt**

Account Name:      Wallace Roholt

Home: (602) 255-2700

Street:      10329 W Cameo Dr

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is:

Utility Company:      **Arizona - American Water Company**

Division:      Water

Contact Name:

Contact Phone: (602) 255-2700

Nature of Complaint:

RE: Docket No. W-01303A-09-0343  
SW-01303A-09-0343

-----  
From: waarro [mailto:  
Sent: Wednesday, December 08, 2010 12:10 PM  
To: Utilities Div - Mailbox  
Subject: W-01303A-09-0343 and SW-01303A-09-0343.

-; bstump@azcc.gov; kennedy-web@azcc.gov skennedy@azcc.gov mayes-web@azcc.gov  
kmayes@azcc.gov newman-web@azcc.gov pnnewman@azcc.gov

I am in favor of the Administrative Law Judge, Teena Jibilian's recommendation in addition to a lower rate during the hard times we enduring.

Thank you.

Wallace Roholt

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

\*End of Comments\*

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

---

Date Completed: 12/9/2010

Opinion No. 2010 - 91716

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (520) 325-1111

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 91720

Date: 12/9/2010

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: James Last: Treece

Account Name: James Treece

Home:

Street:

Work:

City: N/A

CBR:

State: AZ Zip

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED\*\*\*\*\*

RE: Docket No. W-01303A-09-0343  
SW-01303A-09-0343

From: James Treece [mailto:  
Sent: Wednesday, December 08, 2010 3:27 PM  
To: Utilities Div - Mailbox  
Subject:

The water company got gratis the Colorado River allotment for Sun City. It used that water to supply many new customers and now seeks to have Sun City pay for deliver its water to users all over the valley. We deserve the lowest rates of the company and do not deserve to be hit with a raise. Many users like myself depend on Social Security and we got no raise in in 2010 nor 2011 and maybe ever. Do not force us from our homes. Jim Treece , 85. Sun City resident since 1991.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED  
\*End of Comments\*

Date Completed: 12/9/2010

Opinion No. 2010 - 91720



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

---

W-01303A-09-0343  
SW-01303A-09-0343

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Guadalupe Ortiz

Phone

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      91719

Date: 12/9/2010

Complaint Description:      08A Rate Case Items - Opposed  
   N/A Not Applicable

Complaint By:      First:      Last:  
                         Nancy      Laska

Account Name:      Nancy Laska

Home: (000) 000-0000

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip:

is:

Utility Company:      Arizona - American Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED\*\*\*\*\*

RE: Docket No. W-01303A-09-0343  
SW-01303A-09-0343

-----  
From: Nan [mailto:  
Sent: Wednesday, December 08, 2010 2:55 PM  
To: Utilities Div - Mailbox  
Subject: subject water rates

Please Note: most Seniors that live in sun City are on SS. And we have not gotten an increase in the past two years and it looks like we will not be given an increase for 2012, with the cost of food and gas and now water at an increase of over \$7.00 per month it is getting harder and harder to live on a budget. Any company that wants to be in business has a cost to operate and that should not be put on the customer just so they can get a bigger increase in profit. When is it going to stop?????. Social Security had been set up so seniors could have a comfortable life, well with all the increases How do we do that, I am on a fixed budget so tell me where do I start? No water increase at this time, Please

Nancy Laska

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED  
\*End of Comments\*

Date Completed: 12/9/2010

Opinion No. 2010 - 91719

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      91718

Date: 12/9/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Kenneth

Svee

Account Name:

Kenneth Svee

Home:

Street:

Work:

City:

Sun City

CBR:

State:

AZ

Zip:

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED\*\*\*\*\*

RE: Docket No. W-01303A-09-0343  
SW-01303A-09-0343

From: Ken Svee [mailto:

Sent: Wednesday, December 08, 2010 2:32 PM

To: Utilities Div - Mailbox; Kennedy-Web; Pierce-Web; Stump-Web; Sandra Kennedy; Kristin Mayes; Paul Newman; Gary Pierce; Bob Stump

Cc: Mayes-WebEmail; Newman-Web

Subject: docket W-01303A-09-0343 and SW-01303A-09-0343

Dear commissioner;

I am opposed to any rate increase for the City of Sun City. The majority of the residents are on a fixed income and those incomes in today's economy do not get increases..

It appears that the Law Judge Teena Jibilian is not in favor of the Consolidation or the collection for future repair. I find it difficult to see why the Law Judge is in favor of a increase of user fees with no explanation or justification other than it is a arbitrary increase. The increase of \$7.30 per month is a large increase and amounts to \$87.60 annually.

If the commission feels that a increase is justified, then this amount should be justified to the residents also. I see no reason that justifies the increase and feel this rate increase should be turned down.

Yours truly      Kenneth Svee

Sun City, AZ      85351

Telephone      ^

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

\*End of Comments\*

Date Completed: 12/9/2010

Opinion No. 2010 - 91718

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 542-2400

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      91721

Date: 12/9/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Corina

Santoro

Account Name:      Corina Santoro

Home:

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip:

is:

Utility Company.      Arizona - American Water Company

Division:      Water

Contact Name:

Contact Phone: (602) 542-2400

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED\*\*\*\*\*

RE: Docket No. W-01303A-09-0343  
SW-01303A-09-0343

-----  
From: Corina Santoro [mailto:c  
Sent: Wednesday, December 08, 2010 3:32 PM  
To: Utilities Div - Mailbox  
Subject: Water rates

Please do not allow Az-AmWater Co. to increase rates as much as Judge Jiliban suggests.  
We in Sun City can not afford a large increase.

Thank you,

Corina Santoro

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 12/9/2010

Opinion No. 2010 - 91721

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Guadalupe Ortiz

Phone:

Fax: (     )

Priority: Respond Within Five Days

Opinion     No. 2010     91722

Date: 12/9/2010

Complaint Description:     08A Rate Case Items - Opposed  
                                  N/A Not Applicable

Complaint By:     First:     Last:  
                          Ray             Kenyon

Account Name:     Ray Kenyon

Home:

Street:

Work:

City:             Sun City

CBR:

State:            AZ            Zip.

is:

Utility Company.     Arizona - American Water Company

Division:            Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED\*\*\*\*\*

RE: Docket No. W-01303A-09-0343  
      SW-01303A-09-0343

-----  
From: Ray Kenyon [mailto:  
Sent: Wednesday, December 08, 2010 4:00 PM  
To: Utilities Div - Mailbox; skenedy@azcc.gov; Kristin Mayes; Paul Newman; Gary Pierce; Bob Stump  
Subject: water rate increase

Dear Commissioners,  
ref: W-01303A-09-0343 & SW-01303A-09-0343

You appeared to have listened at our face to face meeting a few months ago here in Sun City and I hope you will give attention to our plea by means of the many emails I am sure you have received.

First of all you must understand the financial position that the majority of us are in as retired individuals by choice, cutbacks or down seizing. We have found our haven that we can afford to live in on our own with our retirement plans and Social Security. The problem is when there appears to be a negative inflation our retirements are reduced and Social Security does not increase which has been the story for the past few years. However, the taxes have not gone down but up, new taxes have come into play, food cost much the same or have gone up, fuel has gone up, medical bills have increased (especially as we age) and utility bills continue to go up each year. Our association dues go up each year as their expenses continue to rise even during this supposedly negative inflation that reduces our retirement funds.

Water is something we must have and in this day and age, sewer as well, we can't dig a hole in the back yard to handle our sewage or dig a well and pump our own water.



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Please understand our position, we can not afford to pay for some thing that we may or may not need in our short future. When I was in business for myself and I saw an expense coming up in the future I had to put some of the money I earned a side to cover that expense I couldn't ask my customers to help, I had to take it out my profits. Why should a utility company be any different just because they are a monopoly. Let them cut expenses just like I had to do. We all have medical expenses coming up in the near future. Is the water company going to help us pay these bills?

Ray Kenyon

Sun City, AZ 85351

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

\*End of Comments\*

Date Completed: 12/9/2010

Opinion No. 2010 - 91722

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone

Fax: (6

Priority: Respond Within Five Days

Opinion      No. 2010      91723

Date: 12/9/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Paul      Lessard

Account Name: Paul Lessard      Home: (62

Street:      Work:

City: Sun City      CBR:

State: AZ      Zip      is:

Utility Company. Arizona - American Water Company

Division: Water

Contact Name:      Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED\*\*\*\*\*

RE: Docket No. W-01303A-09-0343  
SW-01303A-09-0343

-----  
From: Paul [mailto:  
Sent: Wednesday, December 08, 2010 4:08 PM  
To: Utilities Div - Mailbox  
Cc: Paul Lessard  
Subject: Water Rate Consolidation

Reference: W-01303A-09-0343 and SW-01303A-09-0343

Dear board members,

Sun City is a retirement community as you well know. For me, it means that I no longer receive a payroll check.

When I moved here 5 years ago, I did my financial retirement planning based on the water rates at that time in Sun City. I did not expect that I would have to pay for another water district's water costs.

The people that moved in other water districts did so knowing what the water rates were at the time. The water rates came as no big surprise to those who moved into their water districts, just as I knew when I moved into Sun City.

When I was a town councilor in Hudson, NH, the Southern N. H. Water Company asked for significant rate increases every year. This, it turned out was primarily due to them investing in infra-structures that were not needed. Nor were they requested by the town or the State of N.H. To resolve this issue for the taxpayers, the town of Hudson bought the water company. As a result, the water rates dropped significantly. Maybe that's

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

what the county/state needs to do to insure that the water company does not spend citizens' money frivolously. It's just a thought!

I'm sure there must be other ways to resolve the financial crisis that the water company has created in the concerned water districts.

I am opposed to any consolidation with other water districts that have a higher rate structure than we have in Sun City. It's just not fair!

Why punish the Sun City residents? We were not involved in the water company rate settings for the other water districts.

I have not received a COLA in my Social Security Check. Nor have I received an increase. If this passes, should I cut my citrus trees and bushes down to save money? Or, should I just cut back on eating?

Thank you.

Paul Lessard

\*End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

\*End of Comments\*

Date Completed: 12/9/2010

Opinion No. 2010 - 91723

---

W-01303A-09-0343  
SW-01303A-09-0343

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion      No. 2010      91735

Date: 12/9/2010

Complaint Description:      08G Consolidation - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **John**

**Miller**

Account Name:      John Miller

Home: , ,

Street:

Work:

City:      Sun City

CBR

State:      AZ      Zip: 85351

is: E-Mail

Utility Company.      **Arizona - American Water Company**

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

12/9    OPPOSED CONSOLIDATION    SUN CITY    DOCKET NOS W 01303A 09 0343    SW 01303A 09 0343  
OPPOSED RATES

From: John Miller [mailto:  
Sent: Wednesday, December 08, 2010 5:45 PM  
To: Utilities Div - Mailbox  
Subject: Sun City Water Rate Increase

I wanted to comment on docket numbers W-01303A-09-0343 and SW-01303A-09-0343:

First of all, I hope you agree with the Judge's recommendation to not consolidate the Sun City district with any others.

Apparently, there is a rate increase proposed for approximately 7.30 a month - I believe this to be a bit on the high side - it would be a 21% increase for me while I expect to get a 2% pay raise this year - my wife is on social security so she will get 0%.

I think It might be time the utilities took some budgeting hits like all the rest of us. My costs are up and that is my problem, perhaps some of the water company's costs should be their problem this time around.

But please whether you agree the 7.30 is on the high side or not, do not allow the consolidation.

Thank You  
John Miller

Sun City AZ 853 /3

\*End of Complaint\*

Utilities' Response:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

### Investigator's Comments and Disposition:

Docketed

\*End of Comments\*

Date Completed: 12/9/2010

Opinion No. 2010 - 91735

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      91737

Date: 12/9/2010

Complaint Description:      08G Consolidation - Opposed  
08A Rate Case Items - Opposed

First:

Last:

Complaint By:      **Cynthia**

**Jaranson**

Account Name:

Home: (000) 000-0000

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is: E-Mail

Utility Company.      **Arizona - American Water Company**

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

12/9    OPPOSED CONSOLIDATION    SUN CITY    DOCKET NOS W 01303A 09 0343    SW 01303A 09 0343  
OPPOSED RATES

From: CJaransonAK@aol.com [mailto:CJaransonAK@aol.com]  
Sent: Wednesday, December 08, 2010 8:43 PM  
To: Utilities Div - Mailbox  
Subject: accept recommendations

To Whom It May Concern,

As a Sun City retired resident, I encourage you to vote to accept the recommendations of the Administration Law Judge, Teena Jibilan, pertaining to the Arizona American Water Company

Docket numbers:  
W-01303A-09-0343  
SW-01303A-09-0343

Thank you for your time.  
Cynthia Jaranson

Sun City, Arizona 85351-1161

End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Docketed  
\*End of Comments\*

Date Completed: 12/9/2010

Opinion No. 2010 - 91737

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone

Fax

Priority: Respond Within Five Days

Opinion      No. 2010      91739

Date: 12/9/2010

Complaint Description:      08G Consolidation - Opposed  
08A Rate Case Items - Opposed

First:

Last:

Complaint By:      **Paul**      **Barnes**

Account Name:      Paul Barnes

Home: (000) 000-0000

Street:

Work:

City:      Sun City

CBF

State:      AZ      Zip: 85351

is: E-Mail

Utility Company:      **Arizona - American Water Company**

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

12/9    OPPOSED CONSOLIDATION    SUN CITY    DOCKET NOS W 01303A 09 0343    SW 01303A 09 0343  
OPPOSED RATES

From: Paul Barnes

Sent: Wednesday, December 08, 2010 9:51 PM

To: Utilities Div - Mailbox; Sandra Kennedy; Kristin Mayes; Paul Newman; Gary Pierce; Bob Stump

Subject: Water Rate increase

Re: Docket # W-01303A-09-0343  
# SW-001303A-09-0343

Attention: Commissioners

I am a Sun City resident and chairman of the PATAP Home Owners Association. We are a 20 unit Townhouse group. We are in favor of the recommendations from Judge Teena Jibilian regarding consolidation and water rates. We are willing to pay for our water, but not the water others use. Please approve the recommendations at your upcoming meeting on December 14 or 15.

Respectively, Paul G. Barnes

Sun City, AZ 85351

Paul Barnes

\*End of Complaint\*



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Utilities' Response:

.

Investigator's Comments and Disposition:

Docketed

\*End of Comments\*

Date Completed: 12/9/2010

Opinion No. 2010 - 91739

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      91740

Date: 12/9/2010

Complaint Description:      08G Consolidation - Opposed  
08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Walter

Christenson

Account Name:

Walter Christenson

Home: (000) 000-0000

Street:

10000 N. 10TH AVENUE

Work:

City:

Sun City

CBR

State:

AZ

Zip: 85351

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS W 01303A 09 0343 SW 01303A 09 0343

SUN CITY OPPOSED CONSOLIDATION  
OPPOSED RATES

From: Walter Christenson [mailto:

Sent: Wednesday, December 08, 2010 10:12 PM

To: Utilities Div - Mailbox

Subject: Pending Water Rates for Sun city

Commissioners

I have reviewed the recommended rates by the Administrative Judge and concur that they are reasonable for this time. I strongly disapprove in any version of consolidation and the excessive increases requested by Arizona American Water Co.  
Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343.

Walter L Christenson

Sun City, AZ 85351

\*End of Complaint\*

Utilities' Response:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

### Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/9/2010

Opinion No. 2010 - 91740

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

Fax: (602) 712-2222

Priority: Respond Within Five Days

Opinion      No. 2010      91754

Date: 12/9/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Taylor**

**Culin**

Account Name:      Taylor Culin

Home: (000) 000-0000

Street:

Work:

City:      Sun City

CBR

State:      AZ      Zip: 85373

is: E-Mail

Utility Company.      **Arizona - American Water Company**

Division:      Water

Contact Name:

Contact Phone

Nature of Complaint:

DOCKET NOS W 01303A 09 0343 SW 01303A 09 0343

SUN CITY      OPPOSED RATES

12/9

-----Original Message-----

From: Taylor Culin [mailto:tculin@azwater.com]

Sent: Thursday, December 09, 2010 8:40 AM

To: Utilities Div - Mailbox

Subject: Sun City Water Rates Vote - Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343.

RE: Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343

Commissioner-

My wife and I became Sun City resident-homeowners in June 2010. We are both retired and living in Sun City year-round in our only home.

We are on a fixed income and every expense has an affect on our standard of living.

We are asking that you give full weight to the recommendations of the Residential Utility Consumer Office (RUCO) and Administration Law Judge Teena Jibilian's decision when you vote on the Sun City water rates.

Thank you in advance for taking our views into consideration.

Very truly yours

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

Taylor W Culin  
Helene F Culin

Sun City, AZ 85373

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

DOCKETED

\*End of Comments\*

**Date Completed:** 12/9/2010

**Opinion No.** 2010 - 91754

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone                      --

Fax

Priority: Respond Within Five Days

Opinion            No. 2010    91755

Date: 12/9/2010

Complaint Description:            08A   Rate Case Items - Opposed  
   N/A   Not Applicable

First:

Last:

Complaint By:        **Roger**                      **Scharenbroich**

Account Name:        Roger Scharenbroich

Home: (000) 000-0000

Street:

Work:

City:                      Sun City

CBR

State:                      AZ            Zip: 85373

is: E-Mail

Utility Company.        **Arizona - American Water Company**

Division:                      Water

Contact Name:

Contact Phone:                      (000) 000-0000

Nature of Complaint:

DOCKET NOS W 01303A 09 0343 SW 01303A 09 0343

SUN CITY    OPPOSED RATES

From: Roger/Lil

Sent: Thursday, December 09, 2010 10:15 AM

To: Utilities Div - Mailbox

Subject: Water and sewer rates

Please accept the ruling of Judge Jibilian. Docket numbers W-01303-09-0343 and SW-01303A-09-0343.  
Thank you.

Roger Scharenbroich

Sun City, AZ 85373-1122

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/9/2010

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Opinion No. 2010 - 91755

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 91741

Date: 12/9/2010

Complaint Description: 08G Consolidation - Opposed  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Gerald

Mehaldki

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

DOCKET NOS W 01303A 09 0343 SW 01303A 09 0343

SUN CITY OPPOSED CONSOLIDATION  
OPPOSED RATES

-----Original Message-----

From: jmhalski9@cox.net [mailto:  
Sent: Thursday, December 09, 2010 7:14 AM  
To: Utilities Div - Mailbox  
Subject: DOCKET W-01303A-09-0343 SW01303A-09-0343

please cosider the judges ruling as i feel it is right for sun city....thank you....GERALD MOHALSKI..  
SUN CITY,AZ. 85373

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED  
\*End of Comments\*

Date Completed: 12/9/2010

Opinion No. 2010 - 91741



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

---

---



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Their answer is to pass their bad business decisions on to people that did their due diligence and made good decisions.

We will be twice burdened by this increase as our individual rates go up, plus our dues to the Recreation Center of Sun City will go up, therefore hitting us twice.

These owners demand that this be rejected. Signed by individual property owners.

Signed by

Sam Bernhardt  
Phyllis (last name not legible)  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 11/30/2010

Opinion No. 2010 - 91530

---

W 01303A09-0343  
SW 01303A-09-0343

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 91492

Date: 11/29/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Rocco J. Conti**

Account Name:      Fairway 5 Condo Association

Home: (000) 000-0000

Street:

Work: (

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is:

Utility Company.      **Arizona - American Water Company**

Division:      Water

Contact Name:

Contact Phone: (

Nature of Complaint:

Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington St.  
Phoenix, Arizona 85007  
FROM:  
Fairway 5 Condo Association

Sun City, Arizona 85351

RE:

ARIZONA AMERICAN WATER COMPANY, INC.

DOCKET NUMBER: W-01303A-09-0343 & SW-01303A-09-0343

Dear Commissioners Kristen Mayers, Gary Pierce, Sandra Kennedy, Paul Newman and Robert Stump.

We, all members of Fairway 5 Condos are adamantly opposed to your granting the Arizona American request for increases.

Please do not reward Arizona American for bad business decisions such as purchasing another Water which was known to have arsenic in it.

Their answer is. to pass theft bad business decisions on to people that did their due diligence and made good decisions.

We will be twice burdened by this increase as our individual rates go up, plus our dues to the Recreation Center of Sun City will go up, therefore hitting us twice.

These owners demand that this be rejected. Signed by individual property owners.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

---

Opinion docketed  
\*End of Comments\*

Date Completed: 11/29/2010

Opinion No. 2010 - 91492

---

W 01303A-09-0343  
SW 01303A-09-0343

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 91491

Date: 11/29/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Jane M.**

**DeCamp**

Account Name:      Fairway 5 Condo Association

Home: (000) 000-0000

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is:

Utility Company.      **Arizona - American Water Company**

Division:      Water

Contact Name:      Karl Wilkins

Contact Phone:

Nature of Complaint:

Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington St.  
Phoenix, Arizona 85007

FROM:  
Fairway 5 Condo Association

Sun City, Arizona 85351

RE:

ARIZONA AMERICAN WATER COMPANY, INC.

DOCKET NUMBER: W-01303A-09-0343 & SW-01303A-09-0343

Dear Commissioners Kristen Mayers, Gary Pierce, Sandra Kennedy, Paul Newman and Robert Stump.

We, all members of Fairway 5 Condos are adamantly opposed to your granting the Arizona American request for increases.

Please do not reward Arizona American for bad business decisions such as purchasing another Water which was known to have arsenic in it.

Their answer is. to pass theft bad business decisions on to people that did their due diligence and made good decisions.

We will be twice burdened by this increase as our individual rates go up, plus our dues to the Recreation Center of Sun City will go up, therefore hitting us twice.

These owners demand that this be rejected. Signed by individual property owners.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

---

Opinion docketed  
\*End of Comments\*

Date Completed: 11/29/2010

Opinion No. 2010 - 91491

---

W 01303A-09-0343

SW 01303A-09-0343

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (     ,     -     )

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 91490

Date: 11/29/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

**Janet**

**Earl**

Account Name:

Fairway 5 Condo Association

Home: (000) 000-0000

Street:

Work: (     )

City:

Sun City

CBR:

State:

AZ

Zip: 85351

is:

Utility Company:

**Arizona - American Water Company**

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington St.  
Phoenix, Arizona 85007  
FROM:  
Fairway 5 Condo Association

Sun City Arizona 85351

RE:

ARIZONA AMERICAN WATER COMPANY, INC.

DOCKET NUMBER: W-01303A-09-0343 & SW-01303A-09-0343

Dear Commissioners Kristen Mayers, Gary Pierce, Sandra Kennedy, Paul Newman and Robert Stump.

We, all members of Fairway 5 Condos are adamantly opposed to your granting the Arizona American request for increases.

Please do not reward Arizona American for bad business decisions such as purchasing another Water which was known to have arsenic in it.

Their answer is. to pass their bad business decisions on to people that did their due diligence and made good decisions.

We will be twice burdened by this increase as our individual rates go up, plus our dues to the Recreation Center of Sun City will go up, therefore hitting us twice.

These owners demand that this be rejected. Signed by individual property owners.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Opinion docketed  
\*End of Comments\*

Date Completed: 11/29/2010

Opinion No. 2010 - 91490

---

W 01303A-09-0343  
SW 01303A-09-0343

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 91489

Date: 11/29/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Raymond**

**Frank**

Account Name:      Fairway 5 Condo Association

Home: (000) 000-0000

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is:

Utility Company.      **Arizona - American Water Company**

Division:      Water

Contact Name:

Contact Phone: (000) 000-0000

Nature of Complaint:

Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington St.  
Phoenix, Arizona 85007  
FROM:  
Fairway 5 Condo Association

Sun City, Arizona 85351

RE:

ARIZONA AMERICAN WATER COMPANY, INC.

DOCKET NUMBER: W-01303A-09-0343 & SW-01303A-09-0343

Dear Commissioners Kristen Mayers, Gary Pierce, Sandra Kennedy, Paul Newman and Robert Stump.

We, all members of Fairway 5 Condos are adamantly opposed to your granting the Arizona American request for increases.

Please do not reward Arizona American for bad business decisions such as purchasing another Water which was known to have arsenic in it.

Their answer is. to pass theft bad business decisions on to people that did their due diligence and made good decisions.

We will be twice burdened by this increase as our individual rates go up, plus our dues to the Recreation Center of Sun City will go up, therefore hitting us twice.

These owners demand that this be rejected. Signed by individual property owners.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

---

Opinion docketed  
\*End of Comments\*

Date Completed: 11/29/2010

Opinion No. 2010 - 91489

---

W-01303A-09-0343  
SW-01303A-09-0343

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Richard Martinez

Phone: (55)

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 91444

Date: 11/26/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Willie A.

Allen

Account Name:

Willie A. Allen

Home:

Street:

ve

Work:

City:

Sun City

CBR:

State:

AZ

Zip: 85351

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone: (

Nature of Complaint:

(Docket Nos.: W-01301A-09-0343 & SW-01303A-09-0343)

To:

Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington St.  
Phoenix, AZ 85007

From:

Fairway 5 Condo Association

RE:

ARIZONA AMERICAN WATER COMPANY, INC.  
DOCKET NUMBERS: W-01301A-09-0343 & SW-01303A-09-0343

Dear Commissioners Kristen Mayes, Gary Pierce, Sandra Kennedy, Paul Newman and Robert Stump.

We, all members of Fairway 5 Condos are adamantly opposed to your granting the Arizona American request for increases.

Please do not reward Arizona American for bad business decisions such as purchasing another Water which was known to have arsenic in it.

Their answer is to pass their bad business decisions on to people that did their due diligence and made good decisions.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

We will be twice burdened by this increase as our individual rates go up, plus our dues to the Recreation Center of Sun City will go up, therefore hitting us twice.

These owners demand that this be rejected. Signed by individual property owners.

Willie A. Allen  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Emailed to Phoenix office for docketing. FILE CLOSED.  
\*End of Comments\*

**Date Completed:** 11/26/2010

**Opinion No.** 2010 - 91444

---